

Connecticut Health Insurance Exchange

Vision

The CT Health Exchange supports health reform efforts at the state and national level that provide CT residents with better health, and an enhanced and more coordinated health care experience at a reasonable, predictable cost.

Mission

To increase the number of insured residents, improve health care quality, lower costs and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

Principles

- An Exceptional Consumer Experience
- Sustainability
- Flexibility
- Transparency

Principle	Goal	Objective(s)	Measures
Exceptional Consumer Experience	Consumer Focus	<ul style="list-style-type: none"> • Accessibility. The Exchange should strive to reduce the number of residents without health insurance and improve access to health care for all residents. • Integration. The Exchange should be designed to integrate public program information, eligibility and enrollment outreach and operations to ensure maximum healthcare coverage for Connecticut residents and seamless transitions between public programs and the Exchange. • Equity. The Exchange should work to address longstanding, unjust disparities in health access and health outcomes in Connecticut. 	<ul style="list-style-type: none"> • Board decisions and HIX implementation lead to the greatest number being insured and remaining insured. • Minimal number of complaints from consumers entering the system, transitioning between coverage. • Number of enrollees with continuous health coverage • HIX should strongly address the needs of CT's most disadvantaged residents.
Sustainability	Long term stability	<ul style="list-style-type: none"> • Affordability. Access to health care is only possible when it is affordable. Affordability of coverage, within the Exchange and within the state, is essential to improving the state's health care system and economy. • Viability: Board decisions should lead to health insurance which is viable for the state and the health care industry as well as for residents. • Stability: The Exchange should promote solutions that respect existing strengths of our state's health care system and promote stability within the Exchange. 	<ul style="list-style-type: none"> • Board decisions and HIX operations lead to the highest number of residents being able to afford health insurance and enrolling in healthcare coverage. • All payments by carriers should be based on effective, evidence-based care, or improved quality of health for a panel or population. • Most Board decisions and HIX implementation should be designed, once made, to require only incremental further changes, but allowing for flexibility within a stable exchange.

Principle	Goal	Objective(s)	Measures
Flexibility	Responsiveness to change market and social conditions	<ul style="list-style-type: none"> The Exchange should be nimble and flexible in responding to the quickly changing insurance market, health care delivery system, and general economic conditions in Connecticut, while being sensitive and responsive to consumer demands. Board decisions should be designed to support transformative change in the delivery of healthcare through the collaboration of all constituents in the system. 	<ul style="list-style-type: none"> Number of innovative products offered. Match payments to effective innovations in healthcare delivery to encourage their adoption broadly New partnerships with providers, plans and the exchange (e.g. ACO's, community outreach and clinics, sharing of data and technology like EHR's). Expansion of delivery system payment methodologies, ensuring high quality care and services.
Transparency	Open Conduct of Business	<ul style="list-style-type: none"> The Exchange is accountable to the public, and its activities should be transparent, its services easily available, and its information easily understandable by the populations it assists. The Board should design its governance arrangements and operations to be the simplest and most open way of delivering its functions, having regard to its vision, mission and principles. 	<ul style="list-style-type: none"> Frequency, consistency and timeliness of posting Exchange deliberations, pending policies and decisions, contracts and vendor materials, etc. on the website, Ensuring that the Public Comment period remains on the board's agenda going forward.